

Syllabus**ISE111: Help Desk and User Support**

Credit Hours: 4

Prerequisites: ISE100

Course Description

This course focuses on key information and skills for user support professionals, including troubleshooting and problem solving, successful communication with clients, determining a client's specific needs, and training end users. The course also covers the components of a software utilities tool kit for support professionals and preparing successful presentations and user support meetings.

Instructor Contact Information

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Course Length

The college evaluates each course in terms of quarter hours of credit. One unit of credit is usually equivalent to a minimum of ten academic instruction hours of lecture and examination, twenty hours of skill development, or thirty hours of internship, or a combination of the three. An academic instructional hour is fifty minutes.

This class will meet for the equivalent of a minimum of four (4) instructional hours per week for eleven (11) weeks or as otherwise scheduled by the college and at least in conformance with this minimum and the Syllabus. As specified by the Method of Instruction section of this syllabus, the instructor will ensure that the total class sessions presented consist of a minimum of 37.4 direct faculty instruction hours and a maximum of 6.6 appropriate classroom activity hours.

All course offerings require outside participation time, which is approximately two hours per lecture instructional hour and/or one hour per skill development instructional hour, depending on the background, interest, abilities, and motivation of the individual student.

Course Objectives

By the end of this course, you should be able to:

1. Describe how the evolution of computer technology has affected the enterprise and end user needs and expectations.
2. Describe how to classify end users and common problems end users encounter.
3. Describe the resources computer users need and the major categories of end-user software.
4. Describe the importance of communication skills and customer service relationships for support agents.
5. Describe and practice strategies to build and communicate understanding, the aspects of effective speaking and nonverbal communication, support strategies for telephone communication and guidelines for client-friendly communications on user support Web sites.
6. Describe and practice the troubleshooting process and the analytic skills required for successful troubleshooting.
7. Describe and use common diagnostic and repair tools used to troubleshoot computer problems.
8. Describe the categories of common end-user computer problems and the problem solving processes that can be applied to resolve them.
9. Describe enterprise support models and their Help Desk operational procedures.
10. Describe and employ the incident management process. Describe "best practices" in Help Desk services.
11. Describe hardware and software tools used by support agents, their managers and end-users.
12. Understand and describe the mission of a support group and the parts of a mission statement.
13. Describe the process for staffing and training a support staff.
14. Understand and describe the evolution of product and support standards.
15. Describe and utilize current tools and methods for evaluating and selecting computer products.
16. Describe how organizations develop and implement support standards.
17. Describe basic strategies for performing end-user needs analyses and the steps analysts take to assess a user's needs.
18. Describe and employ the common tools that aid support specialists in an end-user support project.
19. Describe and practice managing a user needs assessment project using current project management software tools.
20. Describe the major site preparation steps for computer installations and pre-installation site preparation tasks.

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21. Describe the steps to install and configure hardware, operating systems, networks and application software.
22. Describe common post installation wrap-up tasks and ongoing site management tasks.
23. Describe the goals of training activities and the steps in the training process.
24. Describe how to plan, prepare and present a training session and module.
25. Describe the different types of end-user documentation and how technical documents are organized.
26. Describe how technical writing differs from other writing, how to plan effective user documentation and strategies and tools used for technical writing.
27. Describe and utilize common software utilities and information resources used by support professionals.

Gradebook

A student's performance in this course will be evaluated using a variety of factors listed below. Instructors must use a minimum of three (**homework, tests, and a final exam are required**), and it is recommended that instructors use all five areas in your evaluation.

The exact weight to be given to any particular area is determined by the instructor and will normally fall within the ranges listed below.

Area		Percentage for this Course	Suggested Range
Final Exam	25%		20 – 25%
Tests	40%		20 – 40%
Homework	15%		10 – 15%

Project/Research	10%	20 – 25%
Class Participation	10%	10 – 15%
TOTAL	100%	

Letter Grade	Points	Explanation
A	94-100	Excellent
B	84-93	Above Average
C	74-83	Average
D	64-73	Below Average
F	63 & Below	Failure

Textbook & Instructional Material

A Guide to Computer User Support for Help Desk and Support Specialists, 4th Edition, Beisse, Fred
(Cengage Publishing, 2010). ISBN9780495806493

The instructor might utilize additional instructional materials as provided by the publisher.

Course Outline

Week 1

Topics	Introduction to the Help Desk Customer Service Skills for User Support Agents
Material Covered	Chapter 1, Chapter 2
In Class Activities	<u>All Check your understanding questions.</u>

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Homework	Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.
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Week 2

Topics	Skills For Troubleshooting Computer Problems Common Support Problems
Material Covered	Chapter 3, Chapter 4
In Class Activities	<u>All Check your understanding questions.</u>

Homework	Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.
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Week 3

Topics	Help Desk Operations
Material Covered	Chapter 5
In Class Activities	<u>All Check your understanding questions.</u>

Homework	Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.
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Week 4

Topics	User Support Management
Material Covered	Chapter 6
In Class Activities	<u>All Check your understanding questions.</u>

Homework

Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

Week 5

Topics

Product Evaluation Strategies and Support Standards

Material Covered

Chapter 7

In Class Activities

All Check your understanding questions.

Homework

Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

Week 6

Topics

End User Needs Assessment Projects

Material Covered

Chapter 8

In Class Activities

All Check your understanding questions.

Homework

Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

Week 7

Topics

Installing and Managing End-User Computers

Material Covered

Chapter 9

In Class Activities

All Check your understanding questions.

Homework

Do the quiz and discussion forum assignment for this week and cover the

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assigned readings indicated on the Web-assist Course site.

Week 8

Topics	Training Computer Users
Material Covered	Chapter 10
In Class Activities	<u>All Check your understanding questions.</u>
Homework	Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

Week 9

Topics	Writing for End Users
Material Covered	Chapter 11
In Class Activities	<u>All Check your understanding questions.</u>
Homework	Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

Week 10

Topics	A Support Utility Kit
Material Covered	Chapter 12

In Class Activities

All Check your understanding questions.

Homework

Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

Week 11

Final

In-Class Final Exam

Homework

Do the quiz and discussion forum assignment for this week and cover the assigned readings indicated on the Web-assist Course site.

During terms that include less than 11 weeks, instructional time will be changed to accommodate all materials, course research, etc.

Method of Instruction

Instructional techniques must be appropriate, and at a collegiate level, to the specific goals and objectives, i.e. intended learner outcomes, cited above. Students and instructors must have a clear understanding of the intended learner outcomes to be mastered and time requirements of this course, the nature of the course context, and method of evaluation.

This course has two distinct but related instructional phases:

The first component constitutes a minimum of 37.4 classroom lecture hours for successful completion. This component is the lecture series and provides instruction in theory, principles or practices of the course. The instructor will provide classroom presentations in a variety of lecture formats and must adhere at least to the time allowed for this learning component. The instructor must demonstrate that an effective relationship exists between curricular content and current practices in the field and skills development applications.

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The second component constitutes a maximum of 6.6 classroom skill development hours for successful completion. This component is the skill development phase of the course and provides students the opportunity to apply knowledge gained in the lecture series and enhance skills and develop practical problem solving abilities and skill enhancement capabilities.

Effective instruction depends largely upon the maintenance of an environment conducive to study and learning. For this reason, the instructor must provide for his/her students a learning environment in which scholarly and creative achievement is encouraged in the classroom.

During terms that include less than 11 weeks, instructional time will be changed to accommodate all materials, resources, research activities, etc.

Additional Class Notes

Go to <http://www.openeducation.org/moodle> to use the Web-Assisted site for this course. Quizzes and discussion forums will be completed on-line at this site.